

LIQUOR CONTROL PROGRAM SPECIALIST ROLE

Role Summary

The Liquor Control Program Specialist role consists of two grade levels (11-12). Work involves the performance of administrative, technical, and/or professional duties to facilitate the work of the division. Incumbents coordinate program activities with the division administrator, bureau chiefs, and unit managers; monitor resource allocations; evaluate the effectiveness of policies and procedures; serve on committees; provide information to the public; and ensure the office is maintained in a manner consistent with department policies. Primary contacts are with the division administrator, bureau chiefs, unit managers, other department staff, and internal/external customers.

Working Conditions

Considerable stress and pressure due to contact with taxpayers; a complex, heavy workload; and conflicting priorities. Considerable time is spent at a computer terminal.

Education and Experience

- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to high school graduation and post-secondary coursework in business with four years of administrative, technical, or clerical experience including advanced computer skills. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 12: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to high school graduation and post-secondary coursework in business with four years of administrative, technical, or clerical experience including advanced computer skills. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 11

Predominant/Essential Duties

- Conduct technical research and prepare written reports.
- Perform quality control of systems and ensure appropriateness, accuracy, and compliance with the various activities. Recognize discrepancies, research and interpret related policy/procedure, determine necessary corrective action, follow-up with staff, and explain sometimes-obscure system information.
- Interpret and apply rules, regulations, policies, and past precedent in a variety of situations within the Liquor Control Division arena.
- Analyze and interpret complex data in order to compile statistical and narrative status reports including development of advanced-level spreadsheets, graphs, and charts.
- Coordinate projects by assigning priorities, monitoring progress and establishing methods, procedures and deadlines using knowledge of division and/or department business processes.
- Perform associated training for team members and cross-division work units. Provide on-the-job training in new operational procedures or policies, demonstrating the new procedures at a computer terminal, verbal instruction, or writing and updating desk operations manuals.
- Review and evaluate liquor license renewal materials for compliance with alcohol licensing requirements by interpreting and applying rules and statutes.
- Revise procedures subsequent to rule changes in liquor licensing and communicate changes to licensees and other agencies.
- Approve or deny applications for the sale of wine and beer by interpreting and applying Montana statute regarding acceptable alcohol content and licensing requirements.
- Approve or deny vendor applications to distribute distilled spirits by interpreting and applying Montana statutes regarding licensing requirements for distribution of distilled spirits within Montana.
- Research inquiries as necessary using knowledge of department business processes and existing policies, procedures, rules, and statutes regarding tax types, liquor licenses, abandoned property, etc. to provide information and communicate same to internal and

external customers. Information may sometimes be obscure and require considerable research.

- Provide input for rules, regulations, and legislation governing the division using knowledge of various department business processes and existing rules and statute.
- Assist management officer in areas of budget, suggested replies, legal referrals, and the maintenance of appropriate documentation.

Grade 12

Predominant/Essential Duties

- Serve as lead worker and coordinator for liquor licensing tasks and special projects.
- Perform lead worker supervision by training co-workers and temporary staff, assigning work, and monitoring timely completion and accuracy of daily, weekly and seasonal liquor licensing tasks.
- Provide on-the-job training in new operational procedures or policies, demonstrating the new procedures at a computer terminal, verbal instruction, or writing and updating desk operations manuals.
- Review work of process support staff for compliance with state law, administrative rules, and department policies and procedures.
- Conduct research and prepare written reports to administrator, bureau chiefs, unit managers, and other agencies regarding liquor-licensing functions.
- Maintain and track database systems for assigned work.
- Coordinate projects by assigning priorities, monitoring progress and establishing methods, procedures and deadlines using knowledge of division and/or department business processes.
- Provide information regarding liquor licensing to licensees both within and outside the state.
- Responsible for liquor license renewal process including review of applications for accurate completion, research of legal standing of applicants, and subsequent issuance of license renewals or return to applicants for additional information/corrections.
- Review and evaluate liquor license renewal materials for compliance with alcohol licensing requirements by interpreting and applying rules and statutes.
- Provide input for rules, regulations, and legislation governing the licensing and renewal processes using knowledge of department business processes and existing rules and statute.
- Interpret and apply rules, regulations, policies, and past precedent in a variety of situations within the liquor licensing arena.
- Revise formats and procedures subsequent to rule changes in liquor licensing.
- Monitor all purchases and equipment maintenance contracts and approve bills for payment.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Liquor Control Division Program Specialist Role

Competencies	Grade 11 Minimal Guidance	Grade 12 Independently
Demonstrated knowledge of licensing and registration requirements.	C	C
Demonstrated skill and ability to work with internal and external customers.	C	C
Demonstrated ability to be accurate and detail orientated.	B	C
Demonstrated ability to work on multiple tasks and manage time effectively.	C	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C	C
Demonstrated knowledge of assigned tax types and their relationships within the organization.	B	C
Demonstrated knowledge of the Integrated Revenue Information System (IRIS) application and its core processes.	C	B
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	C	C
Demonstrated analytical skills relative to the role.	C	C
Demonstrated ability to identify, research, and analyze issues relative to the role and prepare reports as necessary.	C	C
Demonstrated knowledge and ability of quality assurance/control methods and techniques.	C	B
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	C	C
Demonstrated skill, ability, and knowledge of legal guidelines, rules, practices, and procedures.	C	C
Demonstrated ability to think creatively and recommend innovative solutions.	B	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.